

State of Arizona  
House of Representatives  
Forty-seventh Legislature  
Second Regular Session  
2006

## **HOUSE BILL 2777**

AN ACT

AMENDING TITLE 28, CHAPTER 2, ARTICLE 3, ARIZONA REVISED STATUTES, BY ADDING SECTION 28-376; RELATING TO THE MOTOR VEHICLE DIVISION.

(TEXT OF BILL BEGINS ON NEXT PAGE)

1 Be it enacted by the Legislature of the State of Arizona:  
2 Section 1. Title 28, chapter 2, article 3, Arizona Revised Statutes,  
3 is amended by adding section 28-376, to read:

4       28-376. Wait times for motor vehicle division offices:  
5                   inconvenience fee to customer

6       THE MOTOR VEHICLE DIVISION SHALL ENSURE THAT A CUSTOMER DOES NOT WAIT  
7       MORE THAN THIRTY MINUTES BEFORE BEING SERVED BY AN EMPLOYEE OF THE MOTOR  
8       VEHICLE DIVISION. IF A CUSTOMER WAITS TO BE SERVED FOR MORE THAN THIRTY  
9       MINUTES, THE MOTOR VEHICLE DIVISION SHALL ISSUE A CREDIT OF FIVE DOLLARS FROM  
10      THE PERSONAL SERVICES LINE ITEM OF THE MOTOR VEHICLE DIVISION'S PROGRAM  
11      BUDGET. FOR EACH SUBSEQUENT THIRTY MINUTES A CUSTOMER WAITS, THE MOTOR  
12      VEHICLE DIVISION SHALL ISSUE A CREDIT OF AN ADDITIONAL FIVE DOLLARS FROM THE  
13      PERSONAL SERVICES LINE ITEM OF THE MOTOR VEHICLE DIVISION'S PROGRAM BUDGET.  
14      THE TOTAL AMOUNT OF CREDITS ISSUED SHALL NOT EXCEED THE TOTAL AMOUNT DUE FROM  
15      THE CUSTOMER TO THE MOTOR VEHICLE DIVISION FOR THE SERVICE.